

ATTACHMENT E: Sample Job Checklist

Job Checklist

Subject Matter Expert Information	
Name of Interviewee	Department
Current Civil Service Classification	Division/Work Unit
Working Title <i>(if different)</i>	Work Location
Telephone Number	Immediate Supervisor's Name and Classification
Length of Time in Current Classification	<input type="checkbox"/> Incumbent <input type="checkbox"/> Supervisor

The purpose of this checklist is to identify the job tasks that are performed in the *(name of classification)* classification in Department XYZ, as well as to identify the knowledge, skills, and abilities (KSAs) that are required to perform those tasks. This information is necessary to ensure that examination processes for *(name of classification)* are job-related and comply with recognized legal and professional standards.

Information about the specific tasks of the job and the KSAs required to perform these tasks is being collected from individuals, such as yourself, who are very familiar with the *(name of classification)* classification. Please take the time to provide thorough, well-thought-out responses to each item in the questionnaire.

If you have any questions regarding the completion of this questionnaire, please contact *(name)* at *(phone number)*.

Thank you for taking the time to complete this questionnaire!

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Task Statements:

This section of the checklist includes tasks which may be performed by incumbents in the *(name of classification)* classification. If you are a *(name of classification)*, please indicate, by checking Yes or No, whether you perform each of the listed tasks. If you are a supervisor of employees in the *(name of classification)* classification, please indicate, by checking Yes or No, whether any of the employees you supervise perform the listed tasks.

Task Statements	Yes	No
1. Work in an environment which routinely requires a calm, courteous, and tactful approach while handling problems or complaints.	<input type="checkbox"/>	<input type="checkbox"/>
2. Communicate verbally in stressful situations (e.g., dealing with angry or hostile individuals, handling multiple requests for information simultaneously, defending a conflicting opinion or approach).	<input type="checkbox"/>	<input type="checkbox"/>
3. Prepare memos, letters, and correspondence documents to communicate with peers, supervisors, outside agency personnel, and the public.	<input type="checkbox"/>	<input type="checkbox"/>
4. Interpret complex or technical information and materials (e.g., trade journals, academic journals, technical reports, scientific literature, work procedures).	<input type="checkbox"/>	<input type="checkbox"/>
5. Translate complex or technical information and materials (e.g., trade journals, academic journals, technical reports, scientific literature, work procedures).	<input type="checkbox"/>	<input type="checkbox"/>
6. Calculate percentages, ratios, and proportions to solve algebraic equations.	<input type="checkbox"/>	<input type="checkbox"/>

Please list any other tasks which are performed by incumbents in the *(name of classification)* classification and have not been included on this checklist.

- 1.
- 2.
- 3.
- 4.
- 5.

Knowledge, Skills, and Abilities:

This section of the checklist includes knowledge, skills, and abilities (KSAs) which may be needed to perform the tasks of the *(name of classification)* classification. Please indicate, by checking Yes or No, whether each KSA is necessary for successful job performance.

KSA Statements	Yes	No
1. Knowledge of proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials are complete, succinct, and free of writing errors.	<input type="checkbox"/>	<input type="checkbox"/>
2. Knowledge of basis statistics (e.g., mean, standard deviation, variance) to calculate and interpret data and conduct statistical analyses.	<input type="checkbox"/>	<input type="checkbox"/>
3. Skill to clearly and concisely explain, in writing, the contents of technical materials, such as trade journals, policies, or procedures, to audiences with varying levels of expertise.	<input type="checkbox"/>	<input type="checkbox"/>
4. Skill to verbally summarize a variety of facts, statistics, and/or data clearly and concisely in an impromptu manner, adjusting the level and tone of the message appropriately to be understood by the respective audience.	<input type="checkbox"/>	<input type="checkbox"/>
5. Ability to communicate verbally in stressful situations, such as when dealing with angry or hostile individuals or under emergency conditions.	<input type="checkbox"/>	<input type="checkbox"/>
6. Ability to recognize the sensitive nature and/or political ramifications of a situation.	<input type="checkbox"/>	<input type="checkbox"/>

Please list any other KSAs that are needed for successful job performance in the *(name of classification)* classification and have not been included on this checklist.

- 1.
- 2.
- 3.
- 4.
- 5.